ITCD

Cisco AnyConnect
Windows 7
July 22, 2016

The following provides instructions for Windows 7 users to connect to and use the NASA HQ Virtual Private Network (VPN) using the Cisco AnyConnect Client and your NASA PIV smartcard (NASA badge). VPN provides users with access to the HQ private network, and the Internet using TCP/IP. Additionally, users will have access to:

- File servers
- Internal Web sites
- NASA search pages
- Employee directories
- Applications available through a Web browser

It is not necessary to use VPN to connect to NASA HQ publicly available services.

- Connecting to the NASA HQ Virtual Private Network (VPN) requires a NASA-issued laptop. It cannot be used from a personal or public-access computer. It also requires access to the public Internet.
- The VPN Client automatically disconnects after 10 hours, so be sure to save your work within the nine hours of connecting.
- Refer to Known Issues with Accessing HQ Using VPN for details regarding known issues with the VPN method of accessing HQ.

Prior to Working Remotely

Prior to using AnyConnect to work remotely from home or on travel, you must first do the following:

- Log into your computer while connected to a NASA network, using your smartcard.

  Logging in while connected to the NASA network ensures that your smartcard data is stored in your computer and later recognized.

- Open your Cisco AnyConnect Client (See sections below for steps.) and verify that **HQVPN-SMARTCARD** is listed as a menu item.

- Ensure you have a valid PIV smartcard (NASA badge) and you know your smartcard PIN.

- If you do not know your smartcard PIN, you must visit the NASA HQ Badging Office to have it reset.

- You will not be able to use AnyConnect until it is installed. If you do not see it listed there, contact Enterprise Service Desk (ESD) to request that it be installed. Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

Connecting to the Cisco AnyConnect Client for Windows

You can connect to the Cisco AnyConnect VPN Client using your smartcard:

1. Insert your smartcard/badge into your keyboard card reader, external smartcard reader, or your laptop's integrated card reader.

2. Verify the smartcard is recognized by hovering your cursor over the

   ActivClient icon 🖱 in your task bar. You should receive the following message: ActivClient Agent – Smart Card Inserted.

   > If you don't see the icon on your main task bar, click **Show hidden icons**, circled at right.
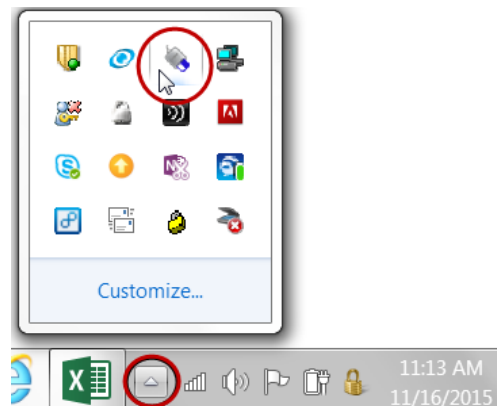
3. Start the Cisco VPN client as follows: From the Start menu, select **All Programs** | **Cisco** | **Cisco AnyConnect Secure Mobility Client | Cisco AnyConnect Secure Mobility Client**.

4. **When the Cisco AnyConnect Secure Mobility Client** appears, select **HQVPN-SMARTCARD** from the drop-down menu and click **Connect.**
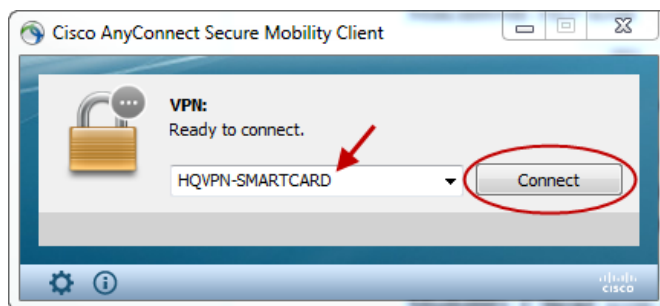
> If you do not see HQVPN-SMARTCARD listed, you must contact Enterprise Service Desk (ESD) to have it installed. You will not be able to use VPN until it is installed. Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

5. A **Windows Security** window will appear. Click on your certificate. | Click **OK**.

> You may see multiple certificates. For example, if a technician has logged onto your computer for troubleshooting purposes, their certificate may also appear on the list. Select your certificate to continue. See resources for instructions on clearing certificates.
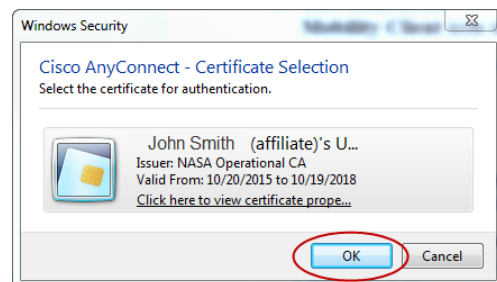
If you see more than one certificate for your name, the most recently issued certificate is usually the one you should select. Choose the certificate that has the most recent "valid from" date. If you choose the wrong certificate, you may be prompted to insert a smartcard (even if your smartcard is inserted). Cancel the operation and restart the program by going to step 3.

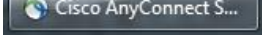Information Technology & Communications Division

6. When you are presented with the **ActivClient Login** window, enter your six to eight-digit smartcard PIN. | Click **OK**.
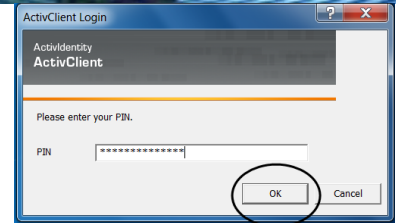
7. Once connected, the **Cisco AnyConnect Warning Banner** displays | Click **Accept**.
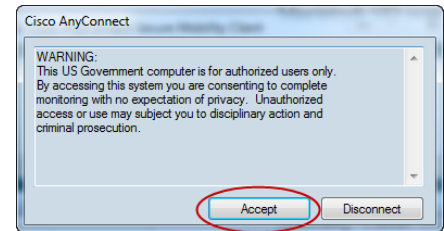
8. To verify that you are connected to VPN, do one of the following:

    -   Click on the Cisco AnyConnect [Cisco AnyConnect S...] icon on the taskbar. | The Cisco AnyConnect Secure Mobility Client will appear. It should say, "Connected to HQVPN-SMARTCARD."

    -   In the system tray, hover your cursor over the AnyConnect icon. It should say, "Cisco AnyConnect VPN: Connected."
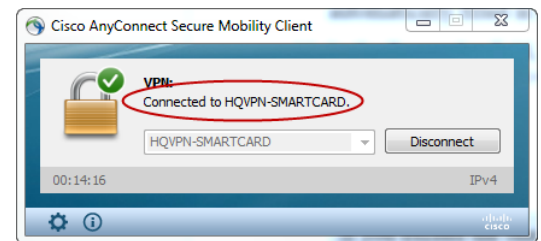
        Note: If you cannot locate the AnyConnect icon, click the Show hidden icons arrow on the toolbar at the bottom of the screen as shown.

The AnyConnect Secure Mobility Client automatically disconnects after ten hours, so be sure to save your work within the ten hours of connecting.

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Accessing Network Files - Windows

If you are connecting to the NASA HQ network via VPN while using a NASA-issued laptop, the U:, X:, and other shared drives will be available as usual.

1. Double-click the desired shortcut on your desktop, or double-click the **Computer** icon located on your desktop:

    Computer

    When the **Computer** window opens, your available network drives should appear as shown at right.
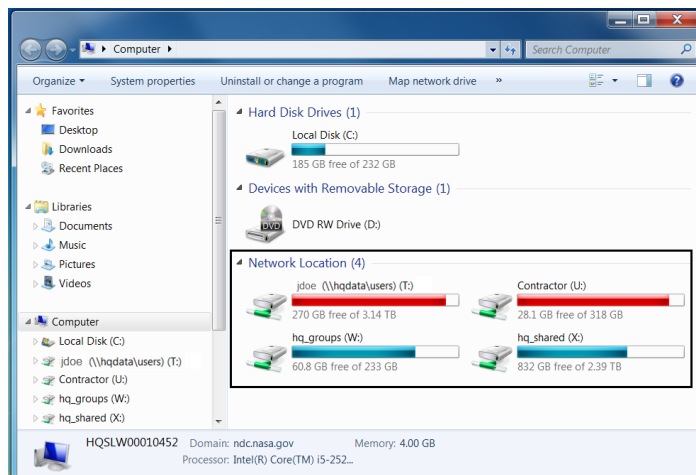
2. Determine if you have access to your network drives:

If	Action
Your network drives do NOT appear as shown above	Continue with step #3.
Your network drives do appear	Double-click the appropriate network drive | Browse to the desired folder or file. You are ready to work.

3. In the **Address** field of the Computer window, type the following: **\\hqdata**

4. Click the Go to arrow as shown below.
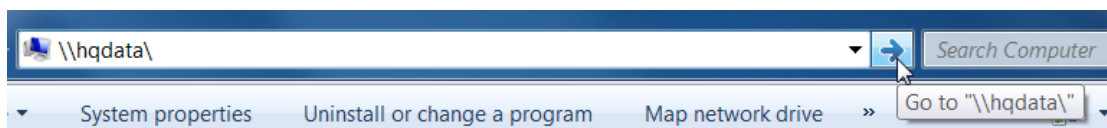
5. Browse to the location of the desired file(s).

    Alternatively, you can create a drive mapping to your most frequently used network drives while in the office prior to teleworking. For detailed instructions on creating drive mappings, refer to "Mapping a Network Drive" in the "How to Access Network Files on Windows 7 guide: http://itcd.hq.nasa.gov/documents/How_to_Access_Network_Files_Windows_7.pdf

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Disconnecting from Cisco AnyConnect VPN Client – Windows 7

The AnyConnect Client automatically disconnects:

- After 10 hours
- When you log off
- When you shut down your computer
- When your system goes into suspend mode

Save your work within 10 hours of connecting, or more frequently if the VPN connection is left open.

Manual disconnect

To manually disconnect from the VPN:

1. Exit completely out of all applications.
2. Do one of the following:

- Click on the Cisco AnyConnect [Cisco AnyConnect S...] icon on the taskbar. | The Cisco AnyConnect Secure Mobility Client will appear. | Click **Disconnect.**
- In system tray, right-click the AnyConnect icon 🔒 | Click **Disconnect.**

  Note: If you cannot locate the AnyConnect icon, click the Show hidden icons arrow [▲ ... 10:53 AM] on the toolbar at the bottom of the screen as shown.

- Save your work within 10 hours of connecting, or more frequently if the VPN connection is left open.
- Disconnecting from the VPN should restore your previous public Internet connection. If not, Restart your computer.

Known Issues with Accessing HQ Using VPN

Various modems, home routers and home networking equipment that has been issued over the years have varied in type and quality; each of the various different types of modems, routers and networking equipment may require different solutions. To obtain the correct instructions for your modem or router, if you experience connectivity problems, you may need to contact your Internet Service Provider (ISP).

If the modem is too difficult to work with, you may invest in an aircard,"available for purchase via ACES Product Catalog (APC), or ESD | Order Services. Aircards are small devices that plug into a computer. They utilize cell phone technology rather than wireless access points and provide a fast, more reliable signal in most urban areas. An aircard would make your laptop Internet-ready in any location where cell phones function.

To avoid having your Outlook shut down, first establish a VPN connection, and then launch Outlook.

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VPN Issues Using Smartcard

- If you are using VPN with your Windows computer and have difficulty accessing certain applications, or are being prompted to provide authentication for applications you don't normally have to, try the following: Press **Ctrl**+**Alt**+**Delete** | Click **Lock this computer** | Press **Ctrl**+**Alt**+**Delete** | Enter your PIN.

- If you receive an error that says the context was acquired as silent, this error results from no PIN being entered at smartcard login. Often the **Caps Lock** or **Num Lock** key is in effect, and the PIN is not being recorded as you type it. Try again, and make sure that **Caps Lock** and **Num Lock** are off when your PIN is entered.

Resources

- Using smartcard readers: http://itcd.hq.nasa.gov/secure/smartcard-readers.pdf
- Clearing security certificate cache: http://itcd.hq.nasa.gov/secure/clearing-certificate-cache.pdf

For assistance, contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

This document is posted on the ITCD Web site at:
http://itcd.hq.nasa.gov/instructions.html

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